

Teleconference (TCON) TRICARE Fundamentals Course (TFC) Overview and Frequently Asked Questions

International SOS is offering a teleconference (TCON) - based TRICARE Fundamentals Course (TFC) for participants in the TRICARE-Pacific area. Participants take the online TFC independently over the course of three (3) days in addition to receiving instructor-led overseas-specific training via TCON each day for approximately 1.5 hours. This course is only available to participants who assist TRICARE Overseas Program (TOP) beneficiaries in the PACIFIC area. Local/long distance travel is not required to participate in this course. Allocation of course completion hours will be the participant's responsibility, with approval (if required) from their respective organization/unit.

After successful registration, participants will receive instructions on how to log into the course and downloading the TFC guidebook, course slide deck, and other TRICARE-Pacific specific training materials. The course includes real-life examples and scenario-based lessons. Participants will have the opportunity to ask the instructor questions and interact with other participants via TCON. Interaction will be real-time and TCONs are scheduled according to Japan Standard Time (JST).

Why take a TCON TFC course?

The TCON TFC eliminates travel expenses for the participant and their organization/unit. The course content is the same as current in-residence TFC offerings. The structure of the TCON offers added flexibility enabling participants to study at their own pace in preparation for the instructor-led training.

The daily instructor-led TCONs covers TRICARE and TOP-specific benefits including; real-life examples about topics such as: TRICARE Philippine Demonstration, Japan Payment Process, Global TRICARE Service Center, TOP Prime Enrollment Support, etc.

What are the course requirements?

To complete the course and receive a certificate of completion, participants must attend the TCON each day, pass the final exam with a score of 80% or better, and complete the online end-of-course evaluation by the specified deadline.

How do I receive my Certificate of Training?

Upon completion of the above requirements, participants will receive a certificate of completion via e-mail from TRICARE University approximately seven (7) business days after completing the online end-of-course evaluation.

How much does the training cost?

There is no cost for the TCON TFC. Country-specific (direct and) toll-free phone lines will be available.

How long is the course?

The course is scheduled for three (3) days. Please review the course agenda below and note the times are listed in accordance with **Japan Standard Time**.

TCON TRICARE Fundamentals Course Agenda:

Day 1 Tuesday, 8 Dec 2015	
0900-1000	Kick-off and Introduction: <i>Overview of what to expect. Dial-in instructions and expectations for participants.</i>
1000-1400	Online Modules 1-4 (Self-Paced)
1400-1530	Instructor-led TCON: Day 1
1530-1600	Q&A Session (Optional)
Day 2 Wednesday, 9 Dec 2015	
0900-1400	Online Modules 5-8 (Self-Paced)
1400-1530	Instructor-led TCON: Day 2
1530-1600	Q&A Session (Optional)
Day 3 Thursday, 10 Dec 2015	
0900-1400	Online Modules 9-11 (Self-Paced)
1400-1530	Instructor-led TCON: Day 3
1530-1600	Q&A Session (Optional)
Day 4 Friday, 11 Dec 2015	
0900-1400	Take Online TFC Exam